

Job Title:	<b>Community Service Manager</b>
Job Description Number:	<b>1242</b>
Department/Division:	<b>Parks &amp; Recreation/Grounds</b>
Exemption Status:	<b>Non-Exempt</b>
Pay Grade:	<b>212</b>
Immediate Supervisor:	<b>Deputy Director of Parks and Recreation</b>
Normal Work Schedule:	<b>Mon-Fri hours vary; Sat 6am-noon</b>

**Brief Description of the Job:**

Manage the city's community service program which includes the following, pre-trial intervention, individuals on probation through City of Greenville municipal court. Responsible for the Park and Recreation department volunteer project management. Inspect and manage work orders sent by code enforcement and allocate the appropriate resources to complete the work orders. Supervise and oversee the community service program. Manage the community service program by reviewing projects, assigning workers, completing daily/weekly work reports and submitting appropriate paperwork to the court system. Communicate with the court system, code enforcement, Deputy Director of Parks and Recreation, and motor equipment operator. Conduct general lawn maintenance and landscaping duties and assist with storm and weather related events.

**Essential Functions:**

**Supervise and oversee the daily operations, community service programs (55%):** Manage the community service program by reviewing projects and assigning workers. Complete daily/weekly work reports and submitting appropriate paperwork to the court system.

**Inspect and manage work orders sent by code enforcement (20%):** Review work orders sent by code enforcement. Evaluate the work order to determine what needs to be completed to ensure that the issue is in compliance with the city's ordinances. Assign the appropriate personnel and equipment to complete the work order safely. Return the completed work order to code enforcement. Work hands-on when not managing community service paper work or other office work.

**Maintain city owned property and oversee maintenance schedule (10%):** Coordinate staff, equipment, and resources to deliver a wide range of services for city owned property. Work hands-on when not managing community service paper work or other office work.

**Supervise special operations and assist other departments during special event (5%):** Schedule employees and supplies needed to assist with important assignments, special events, and community/volunteer projects.

**Perform detailed inspections and provide reports to document conditions (5%):** Conduct inspections to provide documentation to administration on the service levels and areas that need improvement. Address concerns from public and decides on the corrective action.

**Other duties and Responsibilities (5%):** Budgetary responsibility, make decisions regarding of personnel, equipment, supplies to effectively manage community service program, make decisions regarding non-capital project, make recommendation on the hiring, discipline and terminations, but defers final decision to a higher authority.

Other duties and responsibilities as assigned.

### **Physical Demands**

**Overall Strength Demands:** Medium strength demands include exerting 20-50 pounds occasionally, 10-25 pounds frequently, or up to 10 pounds constantly.

**Physical Demands:** Frequently requires standing, fine dexterity, walking, lifting, carrying, sitting, reaching, handling, pushing/pulling, vision, foot controls, hearing, and talking. Occasionally requires kneeling, climbing, balancing, bending, crouching, and twisting. Rarely requires crawling.

**Machines, Tools, Equipment, and Work Aids:** Equipment utilized includes tractor with bushhog and other implements, lawn mowers, weed eaters, hedge trimmer, leaf blowers, chain saws, skid steer loader, dump truck, water truck, pick-up truck, backhoe, front end loader, hand tools, chemical sprayers, spreaders, aerators, tiller, ditch witch, compressor, pressure washer, grinder, air tools, side mount mower, and embankment mower.

**Computer Equipment and Software:** Copier, fax machine, telephone, calculator, and digital camera.

### **Working Conditions**

**Overall Working Conditions:** Disagreeable: Frequent exposure to unpleasant environmental conditions and/or hazards.

**Environmental Factors:** Daily exposure to extreme temperature. Weekly exposure to respiratory hazards, noise and vibration, and physical hazards. Seasonal exposure to wetness and/or humidity.

**Health and Safety:** Occasional exposure to mechanical hazards, communicable diseases, and physical danger or abuse. Rare exposure to electrical hazards and fire hazards.

**Primary Work Location:** Office Environment and Outdoors.

**Protective Equipment Required:** safety glasses, gloves, safety vest, ear plugs, and steel-toed boots.

### **Non-Physical Demands**

Frequently requires frequent change of tasks, performing multiple tasks simultaneously, working closely with others as part of a team, noisy distracting environment, and interaction with citizens/customers, and community service workers. Occasionally requires time pressures, irregular schedule/overtime, and tedious or exacting work. Rarely requires emergency situations.

## **Job Requirements**

**Formal Education:** High school diploma plus six months to one year of advanced study or training in equipment operators and/or computers is required.

**Experience:** Over two years of experience in property maintenance with a minimum of six months to one year of supervisory experience is required.

**Driver's License Required:** South Carolina Class B CDL license.

**Certifications and Other Requirements:** South Carolina non-commercial pesticide license, First Aid, and CPR.

## **Job Demands**

**Reading:** Intermediate Level: Ability to read papers, periodicals, journals, manuals, policies, dictionaries, thesauruses, and encyclopedias.

**Math:** Intermediate Level: Ability to deal with a system of real numbers; and practical application of fractions, percentages, ratios/proportions and measurement.

**Writing:** Intermediate Level: Ability to write reports, prepare business letters, summaries, meeting minutes, and emails using proper format, punctuation, spelling, and grammar, using all parts of speech.

**Human Collaboration Skills:** Decisions regarding interpretation of existing policies may be made. Contacts may involve stressful, negative interactions requiring high levels of tact and the ability to respond to aggressive interpersonal interactions. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas. Work has a moderate impact on the organization. External contacts include Municipal Court, Code Enforcement, and Probation and Parole. Internal contacts include Right of Way, administrative staff, equipment maintenance staff, and the tree crew.

**Management and Supervision:** Work requires supervising and monitoring performance for a regular group of employees including providing input on hiring/disciplinary actions and work objectives/effectiveness, performance evaluations, and realigning work as needed. A first line supervisor typically performs these functions. Semi-complex scope of supervision. This position is responsible for supervising the positions of Parks & Recreation Maintenance Technicians.

**Technical Skill:** Skilled: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization. Advanced application: Work affects accuracy of multiple projects.

## **Freedom to Act and Impact of Action**

**Receive General Direction:** The employee normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance reviewed periodically. Moderate impact of action: Moderate benefits or costs in time, money, or public/employee relations.

**Disclaimer**

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.